

EXPRESS MAIL NO. EM 425 691 740 US**SYSTEM AND METHOD FOR MULTI-SOURCE TRANSACTION
PROCESSING**

5

Igor Postelnik
Jocelyn E. Goldfein
Phil G. Gilbert

CROSS-REFERENCE TO RELATED APPLICATIONS

10

This application relates to application serial no. _____ (attorney docket M-8401 US), filed on same day herewith, entitled "Rules-Based Order Server System and Method" and naming Igor Postelnik, Jocelyn E. Goldfein, and Phil G. Gilbert as inventors, the application being incorporated herein by reference in its entirety.

BACKGROUND OF THE INVENTION

15

Field of the Invention

20

This invention relates generally to a multi-source order request servicing system and more particularly relates to a system and method for receiving, servicing, and fulfilling order requests which supports at least one order request management system sources. The multi-source order request servicing system obtains and provides a complete, accurate and timely response to each order request by integrating information from multiple sources.

Description of the Related Art

25

In the stream of commerce, numerous commercial transactions occur between multiple parties to enable a manufacturer to provide an item to a customer.

30

Historically many, if not all, of these commercial transactions were insular and discreet, with respect to the other commercial transactions in the stream of commerce. Each involved business traditions and customs uniquely tailored for the commercial transaction at hand. These traditions and customs between merchants in the ordinary course of business evolved over centuries of dealing. As a result, the traditions and customs for any given commercial transaction often differ markedly from those associated with other commercial transactions. So pervasive were these traditions and customs that the first successful attempt to bring uniformity to commercial transactions did not occur until the 1950s, with the creation of the Uniform Commercial Code. To this day, however, the Uniform Commercial Code has not

09518766-030300

been adopted by every state in the Union. Uniformity in commercial transactions is lacking.

The advent of the Internet has intensified the need to bring uniformity with respect to certain aspects of commercial transactions. The Internet typically includes a plurality of users employing client terminals to order request information from a remote server computer. The remote server computer may then collect information from a variety of other computer systems to fulfill the user's order request, and presents the information to the user. To facilitate the transfer, the client terminals have a web browser that presents a web page containing information obtained from a server, and web servers store information using a standard protocol. One popular collection of servers uses a standardized Hypertext Transfer Protocol (HTTP) to provide information and is known as the "World Wide Web."

The information is typically presented as web pages written as text with standardized formatting and control symbols known as Hypertext Mark-up Language (HTML). HTML provides basic document formatting and allows a server to specify "links" to other servers and files. Use of an HTML-compliant browser involves specification of a link via a Uniform Resource Locator (URL). Upon such specification, the user's client terminal makes a TCP/IP order request to the server identified in the link and receives an HTML file that is interpreted by the browser. An electronic HTML document made up of one or more web pages may be displayed on the client's terminal.

A drawback with the available technology employed to take advantage of the Internet concerns the diversity of computing systems involved in any given commercial transaction. Commercial transactions do not have a standard protocol which every computer system involved in a commercial transaction can understand. Ensuring compatibility between the various computer systems of the parties involved in the commercial transaction has proven daunting. The compatibility problem is exacerbated when attempting to perform commercial transactions involving the myriad of contractual rights and obligations that may exist between the parties.

A merchant, such as a merchant using the Internet to sell its goods and services, faces substantial challenges in obtaining information from the various parties involved in a commercial transaction. For instance, the merchant may not be the manufacturer of the goods it sells, and fulfilling orders for goods may involve

5

10

15

25

30

Most order request management systems do not address the problems of dealing with a complex chain of suppliers and do not provide the capability to transmit and receive information from a variety of supplier computer systems even in a single-level supply chain. Support for obtaining information from suppliers in a multi-level supply chain is not generally available. Existing order request management systems do not provide the complete, timely, and accurate information needed to enable a virtual direct sales model.

In addition, most order request management systems are custom-written or modified to deal with the commercial transactions and business relationships of a particular business. These systems are usually not capable of managing orders for more than one business. In particular, these order request management systems are usually not capable of respecting the business relationships of each of a plurality of businesses sharing an order request servicing system. Sharing multi-source order request servicing systems such as an order request servicing system is especially desirable in the Internet environment, where merchants may not have or wish to expend the resources to develop their own multi-source order request servicing systems.

What is needed is a multi-source order request servicing system that allows the merchant's systems to communicate with multiple sources, including other parties' order request management systems. The multi-source information integration and routing system to integrates complete, timely, and accurate information from the multiple sources in response to a order request such as an order from a customer. The multi-source order request servicing system should be capable of managing order requests involving multiple businesses in a complex supply chain, while respecting the business relationships of each business within the supply chain. Furthermore, the order request servicing system should be flexible enough to be used by an intermediary information integrating organization to integrate information for more than one merchant. The multi-source order request servicing system should enable a merchant to use a virtual direct sales model to its customers. Finally, the multi-source order request servicing system should be capable of being chained to other multi-source order request servicing systems to enable direct access to all suppliers' order request management systems in a multi-level supply chain.

SUMMARY OF THE INVENTION

One embodiment of the present invention includes a transaction processing method utilizing an order request servicing system for routing order requests to one or more order request management systems ("ORMSs") and integrating respective ORMS data, the method comprising:

- 5 receiving an order request;
 selecting at least one ORMS from the plurality of ORMSs based on the order request;
 if only one ORMS is selected:
 processing the order request to generate a processed order request;
10 transmitting the processed order request to the selected ORMS;
 receiving ORMS data associated with the transmitted processed order request from the selected ORMS; and
 processing the ORMS data to generate first processed ORMS data;
 and
15 if a plurality of ORMSs are selected:
 processing the order request to generate a plurality of processed order requests;
 for each of the processed order requests, transmitting the processed order request to one of the selected ORMSs;
20 receiving respective ORMS data from each of the selected ORMSs, wherein ORMS data from each of the selected ORMSs is associated with the processed order request transmitted to each selected ORMS; and
 processing the received plurality of ORMS data to generate second
25 processed ORMS data.

BRIEF DESCRIPTION OF THE DRAWINGS

Features appearing in multiple figures with the same reference numeral are the same unless otherwise indicated.

- 30 Fig. 1 shows an embodiment of an information integrating network as an order servicing network, including multi-source order request servicing systems embodied as order request servicing systems and order request management systems embodied as order request management systems.

as order request management systems. In this embodiment, the components of each network communicate using the Internet. An order servicing network 130 is used by merchants selling and distributing items to receive, manage, and fulfill orders. An "order" is an example of a order request from a buyer, hereinafter "customer," to purchase at least one item from a seller. The term "item" is used herein to include both goods and services.

The order servicing network 130 can respond to a variety of order requests concerning orders. An order is a type of order request, and an order status (such as "item shipped" or "item on backorder") is a type of response to an order request. The term "order request" also includes a order request to view information related to orders, such as a catalog, where the response is to present the catalog to the customer. A order request may be a order request to return an item previously ordered, where responses are to credit the customer's account for the returned item, notify the customer of the credit, and transmit the item back to inventory. Generally, other types of order requests include a change to a previous order request, the response being to change the order request and respond accordingly to the changed order request; a cancellation of a previous order request, the response being to cancel the order request and any work in progress to respond to the order request; and a order request for the status of a previous order request, where the response is a order request status. Many other types of order requests are included in the term "order request" as used herein, and the corresponding responses are included in the term "order request response" as used herein. One skilled in the art will recognize that the system and method described for servicing orders can be used for servicing other types of order requests.

In order to represent the complex relationships in a multi-level supply chain, four different types of parties are used herein. The parties which may be involved in transmitting, managing, and fulfilling a order request include a customer, a client, an order request servicing organization, and one or more fulfillment partners. An order servicing organization is a type of a order request servicing organization that deals with orders. The customer submits an order (a order request) to the client, which submits an order (a order request) to the order servicing organization, which in turn uses fulfillment partners to fulfill the order (a order request response).

Each business in a supply chain may fulfill one or more roles in a supply chain, and a single business may fulfill one or more roles. For instance, a client

serves both buyer and seller roles, because the client buys from a fulfillment partner and sells to the customer. As an example of a business fulfilling multiple roles, the customer and the client may be the same business, and will probably fulfill the buyer role. Similarly, the client and the order servicing organization may be the same business, serving as either a buyer, a seller, or both. When the order servicing organization and the client are not the same business entity, the order servicing organization may act as an intermediary to service orders for many different clients.

Fulfillment partners include suppliers, resellers, distributors, and manufacturers that have a contractual relationship to a client. As an example of the four-party scenario above, a fulfillment partner sells items to an order servicing organization, which in turn sells the items to the client, which ultimately sells the item to the customer. Fulfillment partners may also include the order servicing organization itself or its divisions when the order servicing organization uses its own resources to fill an order. In a multi-level supply chain, a fulfillment partner may have its own complex supply chain involving multiple fulfillment partners of its own.

The parties involved in an order servicing network 130 are associated through relationships. For example, a client, order servicing organization, and fulfillment partner may have the following type of relationships:

- An ordering relationship between the client and a fulfillment partner, indicating that the client has a business relationship with the fulfillment partner;
- A pricing relationship between the client and the fulfillment partner. When the client and the order servicing organization are not the same business, a pricing relationship may exist between the client and the order servicing organization, and between the order servicing organization and the fulfillment partner;
- An availability relationship between the fulfillment partner and the client;
- An order fulfillment relationship between the fulfillment partner and the client; and
- A catalog relationship between the fulfillment partner and the client.

A customer 102, which may be a person or a business, transmits a order request, such as an order, to the client using a client interface 104 to a client system 105. Examples of a client interface 104 include a kiosk, a web storefront, an Internet

09518766-030300

terminal, or any other user interface to a client system 105. The client system 105 then transmits the customer 102 order request to the order servicing organization's order request servicing system 110. An example of an order request servicing system 110 is the OrderServer™ product by pcOrder.com, Inc.

5 A fulfillment partner is selected by the order request servicing system 110 to fulfill a portion or all of the order (order request). A selected fulfillment partner is called a provider. An order request management system 120 is a fulfillment partner's computer system for receiving, processing, and fulfilling order requests in the form of orders. An order request management system 120 may include an order request
10 servicing system 110.

An order servicing network 130 includes an order request servicing system 110 and one or more order request management systems 120. An order servicing network 130 preferably includes a plurality of order request management systems 120 from which to select to fulfill a order request.

15 While the Internet is used herein as an example of how the order servicing network 130 is connected, other information networks may also be used. For example, the components of an order servicing network 130 could be connected using direct links such as T1 or ISDN lines, through satellite or cellular networks using wireless technology, or through a local data transport system such as Ethernet or
20 token ring over a local area network. In addition, although the order servicing networks 130 shown in Fig. 1 do not overlap, order servicing networks 130 may overlap geographically and by including common order request servicing systems 110 or order request management systems 120.

The order request servicing system 110 analyzes a order request from the
25 client system 105, may create transactions to be completed by an order request management system 120, may create transactions for other systems 202, and, if transactions are created, transmits the transactions to the appropriate computer systems.

30 If the order request from the client is an order, the order request servicing system 110 analyzes the order to identify items ordered and selects at least one order request management system 120 from the business relationships of the client using the client's routing rules. If more than one order request management system 120 is selected, the order request servicing system 110 prepares a provider order containing

at least one item for each selected order request management system 120. The order request management system 110 receives the provider order, processes the order, and provides the at least one item to the customer. During the entire process, the order request servicing system 110 integrates all order information from the providers' order request management systems, providing a single integrated source of complete, accurate, and timely order status information. A single integrated source of order information is possible in an order servicing network despite the fact that a complex network of suppliers, each managing its own orders with its own order request management system 120, is involved in actually filling the order.

Fig. 1 shows several client systems 105, which enable a customer to transmit a order request, such as an order, which the client system 105 communicates to the order request servicing system 110. A client system 105 of an order request servicing system 110 may take any of the following forms:

- Any computer system with a client interface 104 that is used by customers 102 to transmit order requests, such as orders, to an order request servicing system 110. Examples of a client interface 104 include a kiosk, a web storefront, an Internet terminal, or any other user interface to a client system 105. The client system 105 transmits the order request over a network (via an EDI gateway or an XML gateway) to the order request servicing system 110.
- an order request servicing system 110 recursively calling itself to transmit an order. In this case, a single order request servicing system 110 serves as both a client and a server; or
- a first order request servicing system 110 calling a provider's order request management system 120, where the provider's order request management system includes a second order request servicing system 110. The first order request servicing system 110 acts as a client system 105 of the second order request servicing system 110. This architecture allows a client or order servicing organization to chain multiple fulfillment partners, each with its own complex supply chains, to form an integrated source of order information.

The client system 105 provides a order request from the customer, such as an order, to the order request servicing system 110.

One of the strengths of the order request servicing system 110 is that it can communicate with a variety of provider order request management systems 120. The

order servicing organization provides the order request servicing system 110 with an implementation of an interface to each order request management system 120, which enables the order request servicing system 110 to communicate with the order request management system 120 as if the two systems were one.

5 The term centralized is used to describe the order request servicing system 110 not because of its physical location, but because communications between client systems 105 and order request management systems 120 pass through the order request servicing system 110. The centralized nature of the communications provides the client with a single integrated source of order information, the order request servicing system 110. The order servicing network 130 of order servicing organizations and fulfillment partners is completely transparent to the customer. This transparency enables the client to present a virtual direct sales model to its customers. In this situation, the order request servicing system 110 serves as a hub of an order servicing network 130.

15 An order servicing organization may use a single order request servicing system 110 to service the orders of multiple clients. The order request servicing system is designed to enable different business relationships and business rules to be followed for fulfilling orders of each client. This design enables complex supply chains to be modeled and provides the flexibility needed to enable the virtual direct sales model. Again in this situation, the order request servicing system 110 serves as a hub of the order servicing network 130.

25 A provider's order request management system 120 may include, but is not required to include, an order request servicing system 110. If the provider's order request management system 120 includes an order request servicing system 110, then the provider's order request servicing system 110 is a spoke in the order servicing organization's order servicing network 130. The flexibility of the design of the order request servicing system 110 allows the order request servicing system 110 to serve as either a hub or a spoke in an order servicing network 130. The capability to chain multiple order request servicing systems 110 together allows very complex supply chains to be modeled and enables a virtual direct sales model.

30 Fig. 1A is a block diagram of a computer system, such as client systems 105, order request servicing systems 110, and order request management systems 120 shown in Fig. 1. Figure 1A depicts several computer systems 14. Computer systems

5

10

15

25

30

Those skilled in the art will appreciate that the computer system shown in Fig. 1A encompasses all types of computer systems including, for example, mainframes, minicomputers, workstations, servers, personal computers, Internet terminals, network appliances, notebooks, palm tops, personal digital assistants, and embedded systems.

5 Computer system 14 may include additional or fewer components than shown in Fig. 1A and described herein.

Fig. 2 shows an overview of the operation of an embodiment of a multi-source order request servicing system, the order request servicing system 110. As shown in Fig. 2, a order request such as an order flows from a customer to a client system 105
10 through an order request servicing system 110 to an order request management system 120. A response to the order request flows back from the order request management system 120 through the order request servicing system 110 and client system 105 to the customer 102.

For example, a customer 102 uses a client system 105 to transmit a order
15 request, such as an order, to the order request servicing system 110. Upon receiving a order request from the client system 105, the order request servicing system 110 analyzes the order request and may transmit a transaction to an order request management system 120. If the client transmits an order, the order request servicing system 110 transmits at least one transaction in the form of a provider order to at least
20 one order request management system 120. When the order request servicing system 110 receives a response to a order request, such as a provider order status, it analyzes the information to determine whether to transmit additional transactions to the order request management systems 120. Order request servicing system 110 also determines whether to transmit additional notification transactions to other systems
25 202 and the client system 105, as shown at the bottom of Fig. 2. These notification transactions include, but are not limited to, confirmations of orders and shipment to the client system 105, which in turn notifies the customer 102. Notification transactions also include other system 202 notification transactions, such as administrative systems notification transactions and financial systems notification
30 transactions. Examples of a financial system notification are notification of a order request to charge the order to a credit card and notification of a order request to issue an invoice.

A response to a order request flows from the provider order request management systems 120 through the order request servicing system 110 and the client system 105 to the customer 102. Both responses to order requests in real-time (allowing for processing and communication delays) and responses to a batch order request for a order request responses are communicated through the order request servicing system 110. An example of an information flow from an order request management system 120 to a customer is a change in a order status detected as a result of analyzing a periodic batch order request by the order request servicing system 110 for updated provider statuses. Each provider order status is communicated to and analyzed by the order request servicing system 110 to produce an integrated order status for the order from which the provider order originated. A notification of the change in the integrated order status is sent via the client system 105 to the customer 102. The updated provider order status may result in additional transactions sent to order request management systems 120 and additional notification transactions sent to other systems 202, as shown at the bottom of Fig. 2.

Fig. 3 shows the environment in which the order request servicing system 110 operates in responding to a order request in the form of an order. A user management system 310 that resides outside the order request servicing system 110 manages a user database 312. The user database 312 contains information about authorized clients of the order request servicing system 110, including each client's relationships to its fulfillment partners.

Order service 320 is the core of the order request servicing system 110 that serves as a central point for collecting data and processing orders. In the embodiment shown in Fig. 3, the order request servicing system 110 is an object-oriented system using routing objects 324 and Order request Provider Objects 326 to process orders.

Order service 320 receives a order request in the form of an order from a client system 105. Order Service 320 then order requests the user management system 310 to retrieve business relationships from the user database 312 for the client of the order. Business relationships include an identification of associated business rules to be used in fulfilling the order for the client.

If the order request is an order, a routing object 324 determines whether the order should be split into portions, with one portion for each provider selected to provide an item included in the order. As noted above, the term "item" encompasses

00513766-030300

both goods and services. The term "item" is also used herein to include multiple quantities of the same good or service. As used herein, an order for one computer, one printer, and five monitors could be interpreted several ways depending on the business rules and relationships of the client. The order could be interpreted as

5 containing seven items, the first item being the computer, the second item being the printer, and the third through seventh items each being one of the five monitors. According to the business rules of another organization, the same order could be interpreted as three items, the first item being the computer, the second item being the printer, and the third item being the five monitors. Still another interpretation might

10 be that the order contains four items, the first item being the computer, the second item being the printer, the third item being a subset of the five computers, and the fourth item being the remaining subset of the five computers. Yet another interpretation might be that the order includes two items, the first item comprising a computer system including the computer, printer, and one of the monitors, and the

15 second item being the remaining four monitors. Many other permutations are possible depending upon the business rules and relationships of the client.

Routing rules for selecting a fulfillment partner of a particular client are encapsulated in a routing object 324. The routing object 324 uses routing rules to select from the client's business relationships a fulfillment partner to provide each

20 item ordered. Each selected fulfillment partner is called a provider. Routing objects 324 communicate the selected providers for the order to order service 320 by producing a fulfillment plan which pairs each item in the order with a selected provider.

Based upon the fulfillment plan, order service 320 creates a provider order for

25 each provider selected to fulfill the order. Each provider order includes at least one item to be provided by the provider. An integration interface 330 is used to ensure that each provider order 440 corresponds to the corresponding provider's order request management system 120 format.

An integration interface 330 consists of an interface, which specifies the types

30 of transactions that are necessary to communicate with a type of multi-source order request servicing system such as order request management system 120, and an implementation of the interface, which provides the procedures and data structures necessary for communicating with a particular order request management system 120.

An integration interface 330 provides the information necessary to reformat a order request such as an order from a format of the order request servicing system 110 to a format of the order request management system 120. The term "format" is used herein to describe the structure of the data and the procedures used to transmit and receive data so that the data can be understood by the receiving system.

In the embodiment described above for Figs. 3 and 4, the interface implementation includes integration objects that translate data from the order request servicing system 110 format to the order request management system 120 format. An integration object transmits a transaction to the order request management system 120. Integration objects may be implemented as application program interfaces (APIs), including Java classes. An example of an integration interface 330 implementation is an Order request Provider Object 326, which is used to construct and transmit provider orders 440 that correspond to the selected provider's order request management system 120 format.

Order service 320 stores a copy the provider order in order database 322, including provider information and a provider order status. Other embodiments of a multi-source order request servicing system may include other types of databases to store order requests and order request responses. Each provider order record is linked to the at least one order record for the order from which the provider order originates. Routing object 324 routes the provider order to an Order request Provider Object 326, which in turn transmits the provider order to the provider's order request management system 120.

An Order request Provider Object 326 is a type of integration object. Each Order request Provider Object 326 represents a provider and defines procedures for transmitting order requests to the provider's order request management system 120 and receiving order request responses from the provider's order request management system 120. An Order request Provider Object 326 must know how to validate an order from a client for a selected order request management system 120, transmit a provider order to the provider's order request management system 120, and obtain an provider order status from the provider's order request management system 120.

Fig. 4 shows an information flow resulting from receiving a order request in the form of an order through an embodiment of a multi-source order request servicing system, the order request servicing system 110 shown in Fig. 3. A client system 105

transmits an order 410 from a customer 102 to the order request servicing system 110. The order request servicing system 110 receives the order 410 and uses a routing object 324 to determine whether to split the order into portions according to the different items ordered. The routing object 324 selects a provider for each item from the business relationships retrieved by the user management system 310 and associated routing rules. The routing object 324 produces a fulfillment plan 430 for the order indicating a selected provider for each item ordered. Provider orders 440 are created by the routing object 324 for each provider selected. Order request Provider Objects 326 transmit the provider orders 440 to the providers' order request management systems 120. Each provider order contains only the items that the corresponding provider is to supply.

Fig. 5 is a detailed block diagram of one embodiment of a multi-source order request servicing system, the order request servicing system 110. Customers 102 place a order request using a client system 105, which provides a client interface 104. Types of client interfaces 104 include but are not limited to kiosks, computer systems accessing a web storefront, and computer systems communicating with the order request servicing system 110 via a network interface. Order request servicing systems 110 transmit transactions to order request management systems 120 and other systems 202. The order request servicing system 110 contains a number of modules, common to multi-source order request servicing systems, which will be discussed in further detail below.

The detailed diagram for order request servicing system 1 shows several information flows through the order request servicing system 110. In the Receive Order request 510 module, the order request servicing system 110 receives a order request from a client system 105. Components of order service 320 of Fig. 3 are included in the Receive Order request 510 module.

The order request servicing system 110 can receive data via a network interface such as an electronic data interchange (EDI) gateway or an extensible markup language (XML) gateway. The EDI gateway used by order request servicing system 110 can receive data by electronic data interchange, by file transfer protocol, by Internet protocol, and from value-added networks. The XML gateway can receive data by hypertext transfer protocol (HTTP) from markup languages, including hypertext markup language (HTML) and extended markup languages such as XML.

In the Analyze Order request/Response and Create Necessary Transactions module 520, the order request servicing system 110 determines the source and type of order request, determines the necessary transactions to respond to the order request and to notify other systems 202 of the order request, and creates those transactions. The Analyze Order request/Response and Create Necessary Transactions module 520 may use business rules 522, business relationship data 524, routing rules 526, and routing data 528 to determine the necessary transactions and the appropriate systems to receive transactions for the order request. In the object-oriented embodiment of the order request servicing system 110 shown in Figs. 3 and 4, the order request servicing system 110 uses routing objects 324 and business relationship objects 314 to generate transactions. The Analyze Order request/Response and Create Necessary Transactions module 520 also structures the transactions in a format corresponding to the receiving systems. In the object-oriented embodiment of the order request servicing system 110 shown in Figs. 3 and 4, the order request servicing system 110 uses Order request Provider Objects 326 to ensure that the transactions correspond to the format of the order request management systems 120.

- 18 -
608903 v1)

Information also flows from the order request management systems 120 through the order request servicing system 110 to the client system 105 to the customer. Receive Response module 540 receives order request responses, such as provider order statuses, from order request management systems 120.

5 The Analyze Order request/Response and Create Necessary Transactions module 520 analyzes the order request responses from the order request management systems 120. The order request response is analyzed in a manner similar to that described for analyzing order requests from client systems 105. If the order request response is a provider order status, the order request servicing system 110 may
10 integrate all provider order statuses for the order and provide an updated order status to the client system 105 to be communicated to the customer 102. The Analyze Order request/Response and Create Necessary Transactions module 520 also structures each transaction in a format corresponding to the system to receive the information.

Fig. 5 also illustrates the flexibility of the order request servicing system 110.
15 As described above, the order request servicing system 110 communicates with a variety of diverse order request management systems 120, which meets a long-felt need to communicate with multiple fulfillment partners' order request management systems 120 to obtain current and accurate order status information.

In addition, the order request servicing system 110 can recursively call itself to
20 fill an order. For example, if a division of an order servicing organization fills the organization's own orders, one of the order request management systems 120 called by the order request servicing system 110 includes the order request servicing system 110 itself. The recursive call from order request servicing system 1 to itself is shown by arrow 532 in Fig. 5.

25 Finally, the order request servicing system 110 can interface with a provider's order request management system 120 that is also an order request servicing system 110, as shown by the order request servicing system 2 and order request servicing system N modules in Fig. 5. The ability to chain multiple order request servicing systems 110 together enables a business to model its complex supply chains and to
30 present a virtual direct sales model to its customers. In the embodiment shown in Fig. 5, each of order request servicing system 2 and order request servicing system N serves a spoke in the order servicing network 130 with order request servicing system

1 as a hub. In addition, each of order request servicing system 2 and order request servicing system N serves as a hub in its own order servicing network 130.

Fig. 6 shows a flowchart of the operation of the Analyze Order request/Response and Create Necessary Transactions module 520. The types of order requests and responses shown in Fig. 6 are for illustrative purposes only, as the order request servicing system 110 can analyze many other types of order requests and responses.

Step 610, Determine Source of Information, includes determining the source of information received by the Receive Order request 510 module and the Receive Response 540 module. In step 612, the order request servicing system 110 determines whether the source of the information is the client. If the source is not the client, the information received may be a response and order request servicing system 110 proceeds to step 614. If the source is the client, the information received is a order request and order request servicing system 110 proceeds to step 620.

In step 620, order request servicing system 110 has received a order request. Order request servicing system 110 determines whether the order request is an order. If the order request is not an order, order request servicing system 110 proceeds to step 630. If the order request is an order, order request servicing system 110 proceeds to step 622.

In step 622, order request servicing system 110 analyzes the order and creates the necessary transactions to fulfill the order. Step 622 will be discussed in further detail below. After completing step 622, the order request servicing system 110 proceeds to step 660.

Returning to step 630, if the order request is not an order, the order request servicing system 110 determines in step 630 whether the order request is a order request for order status. If the information is not a order request for order status, the order request servicing system 110 proceeds to step 635 to determine whether the information represents another valid type of client order request. If so, the order processing system 110 proceeds to step 637 to process the information, and then proceeds to step 660. If not, order request servicing system proceeds to step 655 to perform error handling and then proceeds to step 660.

Returning to step 630, if the order request is a valid order request for order status, the order request servicing system 110 proceeds to step 632 to analyze the

09518766-030300

order request and create necessary transactions to fulfill the order request. Step 632 will be discussed in more detail below. From step 632, the order request servicing system 110 proceeds to step 634 to mark the order records stored in order database 322 with a notation that a order request for order status is outstanding. From step 634, the order request servicing system 110 proceeds to step 660. The order request servicing system 110 then waits to receive the provider order statuses from the provider order request management systems 120.

Returning to step 614, if the source of the information is not an order request management system 120, the order request servicing system 110 proceeds to step 616 to determine whether the source is another valid source of information. Step 616 and step 650 illustrate that the order request servicing system 110 may process information from sources in addition to the client systems 105 and order request management systems 120. From step 650, order request servicing system 110 proceeds to step 660. If the source is not valid, order request servicing system proceeds to step 655 to perform error handling and then proceeds to step 660.

In step 614, if the source of the information received is an order request management system 120, the information received is a order request response. Order request servicing system 110 proceeds to step 640 to determine whether the response is a provider order status. If the order request response is not a provider order status, the order request servicing system 110 proceeds to step 645 to analyze whether the response is another valid type of response and to step 647 to process the other response from the order request management system 120. Step 645 and step 647 illustrate that the order request servicing system 110 may process other types of responses from order request management systems 120 in addition to provider order statuses. From step 647, order request servicing system 110 proceeds to step 660. If the information received is not a valid response, order request servicing system proceeds to step 655 to perform error handling and then proceeds to step 660.

Returning to step 640, if the response is a provider order status, in step 642 the order request servicing system 110 analyzes the provider order status and creates the necessary transactions to correspond to the order request response. For instance, the order request servicing system 110 may determine that it is desirable to order request provider order statuses for each provider order related to the order to provide an updated order status to the client system 105. Step 642 will be discussed in more

In step 655, order request servicing system 110 has received information that is not a valid order request or response. Order request servicing system 110 performs error handling and then proceeds to step 660.

Fig. 7 shows a flowchart of the operation of the Analyze Order step 622 of Fig. 6. In step 710, the order request servicing system 110 verifies the client's credentials to ensure that the client has proper authority to order items using the order request servicing system 110. In the embodiment of the order request servicing system 110 shown in Figs. 3 and 4, order service 320 calls the user management system 310 to verify the client's credentials. In step 712, the order service 320 creates one or more records to represent the order 410 in order database 322. In step 714, the order service 320 order requests relationship information for the client from user management system 310. The relationship information is used to select the fulfillment partners to provide the items in the client's order. In step 716, the routing object 324 selects providers for each item ordered by the client from the relationships for the client retrieved in step 714.

- 22 -
608903 v1)

format. The Order request Provider Object 326 transmits the provider order 410 to the corresponding provider's order request management system 120.

In step 722, the order request servicing system 110 determines whether other system 202 notification transactions are needed in addition to the provider order. If other system 202 notification transactions are not needed in step 722, the order request servicing system 110 proceeds to step 730 to continue processing. If other system 202 notification transactions are needed, order request servicing system 110 proceeds to step 724 to create the notification transactions for the corresponding other systems 202. For example, billing information might be provided to a financial system for invoicing immediately upon generating the fulfillment plan. In the object-oriented embodiment described above, notification objects are created. Order request servicing system 110 then proceeds to step 730, which completes processing of step 622, Analyze Order and Create Necessary Transactions. The order request servicing system 110 has also completed module 520, Analyze Order request/Response and Create Necessary Transactions. Order request servicing system 110 may then use module 550 of Fig. 5 to transmit the created transactions to the client systems 105. Order request servicing system may use module 560 to transmit the created transactions to the other systems 202.

Fig. 8 shows a flowchart of the operation of the Analyze Order request/Response for Order Status 632 module. The order request servicing system 110 may order request updated provider order status information from the order request management systems 120 in real-time (allowing for transmission and processing delays). For example, a real-time query might be issued in response to a customer order request for an order status. Each order request management system 120 will provide a provider order status in response to a order request for order status. The order request servicing system 110 determines an overall order status from the related provider order statuses, which it conveys to the order requesting client system 105, which in turn conveys the order status to the customer.

The order request servicing system 110 may also receive provider order statuses from its own batch order request for order status. The order request servicing system 110 determines the effect of the updated provider order statuses on the related order statuses. The order request servicing system 110 notifies the client system 105 of changes in order status but may create no transactions if the order status has not

The customer provides an order number in the order request for order status.

5

10

25

30

order records with the provider order status received. Order request servicing system 110 then proceeds to step 930 to determine the order status for the order from the provider order records associated with the order. The provider order statuses for the provider orders making up the order are integrated to provide an overall order status.

5 In step 940, order request servicing system 110 determines whether the order has an outstanding order request for order status. If the order has an outstanding a order request for order status, order request servicing system 110 proceeds to step 950. If the order does not have an outstanding a order request for an order status, order request servicing system 110 proceeds to step 942.

10 In step 942, no order request for an order status is outstanding. If there is no change in order status, order request servicing system 110 does not notify the client of the receipt of the updated provider order status because the overall order status is unaffected. Rather, order request servicing system 110 proceeds to step 940 to determine if other system 202 notification transactions are needed.

15 In step 942, if there has been a change in order status, order request servicing system 110 proceeds to step 960.

Returning to step 940, if order request servicing system 110 has determined that a order request for order status is outstanding, order request servicing system 110 proceeds to step 950. In step 950, order request servicing system 110 determines
20 whether all provider order statuses for the order have been received. If all provider order statuses for the order have not been received, the order request servicing system 110 proceeds to step 970 to wait for other provider order statuses to arrive. If all provider order statuses for the order have been received, the order request servicing system 110 proceeds to step 960.

25 In step 960, either a order request for order status was outstanding and all provider order status responses have been received, or an order request management system 120 has sent an updated provider order status that affects an overall order status. In step 960, the order request servicing system 110 creates a notification transaction containing the order status to be sent to the client system 105.

30 In step 970, the order request servicing system 110 determines whether other system 202 notification transactions are needed in addition to the notification of the client system 105 of a changed or updated order status. If other system 202 notification transactions are needed, order request servicing system 110 proceeds to

09513766-030300

step 980 to create the notification transactions for the corresponding other systems 202. If other system 202 notification transactions are not needed in step 970, the order request servicing system 110 proceeds to step 990 to complete the analysis of the order request for order status.

5 In step 990, the order request servicing system 110 has completed step 642, the Analyze Provider Order Status step. The order request servicing system 110 has also completed module 520, the Analyze Order request/Response and Create Necessary Transactions, and uses module 550 of Fig. 5, Send Transactions to Client System, to transmit the order status to the client systems 105.

10 While the invention has been described with respect to the embodiments and variations set forth above, these embodiments and variations are illustrative and the invention is not to be considered limited in scope to these embodiments and variations. For example, in another embodiment, the order request servicing system may be implemented in a software environment that does not use the object-oriented
15 paradigm. Accordingly, various other embodiments and modifications and improvements not described herein may be within the spirit and scope of the present invention.

09518766-030300